

# Senior Services Department

City of Newton Performance Management Scorecard  
July 2012

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value worse tmore than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
<b>1. Provide social work and advocacy services to seniors and their families to help them access resources</b>								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	80	80	92		97	92	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	100	100	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	100	100	100			100	
<b>2. Provide quality transportation services for seniors to important locations</b>								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	236	236	239		252	239	
Total rides provided	Maintain or increase the number of rides provided.	1686	1686	1491		1601	1491	
<b>3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.</b>								
Number of programs offered	Maintain or increase the number of programs offered	50	50	53		47	53	
Number unique program participants	Maintain or increase the number of program participants	620	620	398		677	398	
Total program participants	Maintain or increase program participation	1574	1574	1239		1294	1239	

## Notes